

ABSTRACT OF THE DISCLOSURE

A method and system for remote management of processors and a method and system for remote diagnosis of processors such as image output apparatuses. Operation information about contents of operation performed by a processor during an operational preset period or a preset number of executions of processing is recorded. A operation log is formed by combining the operation information and is transferred to a remote management apparatus connected to the processor by a communication line. The remote management apparatus performs remote management of the condition of the processor on the basis of the transmitted operation log. An error log containing information about occurrences of errors having occurred in the processor is also formed and transferred to the remote management apparatus.